Course ID
VOIP-EXEC
Course Duration
1 day

Course Title
State-of-the-art of VoIP Technology for Professionals, Managers, and Executives

Related Courses

- VoIP: Protocols, Design, and Implementation (VOIP, 2-3 days)
- VoIP Security (VOIPSEC, 2 days)
- State-of-the-art of WiMAX for Non-engineering Professionals, Managers, and Executives (WIMAX, 1 day)
- WiMAX: A Business Perspective (WIMAX-BIZ, 1 day)
- State-of-the-art of WiFi for Non-engineering Professionals, Managers, and Executives (WIFI, 1 day)
- State-of-the-art of Satellite Communications for Non-engineering Professionals, Managers, and Executives (SATCOM- EXEC, 1 day)
- GSM: A Technology Overview (GSM-B, 1 day)
- iDEN™: A Technology Overview (IDEN-O, 1 day)
- Wireless Network Structure, Operation, and Technologies (WIRELESSNET, 3 days)
- Technologies: A Comparative Study (COMPARISON, 2-4 days)

Aimed At

Non-technical professionals, managers and executives with an interest in VoIP communications technology and program management.

Group Size   5-25

Prerequisites   None

Course in a Nutshell

As VoIP goes mainstream and starts to supplant the traditional phone connections, understanding this technology becomes critical for all concerned with telecommunications and information technologies. With the confusing array of systems and applications that are now available, many mergers and acquisitions that have taken place, and the many new players that are in the marketplace – not to mention the protocols advancements that have occurred -- VoIP is not an easy technology to grasp.

This course will help you understand both the technology and applications of VoIP in simple, non-technical terms. We will discuss the types of VoIP deployments ranging from home offices and branch locations to campus environments. We will review the components of a VoIP system including all of the key definitions, concepts, and technologies. Finally, we will learn how to plan a successful VoIP deployment and how to avoid the common pitfalls through understanding of best -fits for deployment methodologies. At the end of this one-day course, you will have acquired a comprehensive overview of this technology from both the technical and managerial perspective.

Customize It!

- Are you a manager, executive, or marketing/sales professional whose work relates to VoIP communications systems? Lets us know so we can emphasize the parts of the course that deal with the markets and applications of this technology to support your particular application or product.

- Get advice and ideas on how to deploy your own VoIP communications network from the meeting with a potential client or vendor to the design, procurement, and installation of the network. We can help you get ready!

Learn How To

- Describe the current markets and applications for VoIP communications

- List the key components of a VoIP network and describe how they work together

- Reduce costs by using open standards such as SIP

- Manage the deployment of a VoIP network

Course Outline

- Introduction
  - Limitations of traditional telephony
  - Advantages and disadvantages of VoIP

- History of VoIP

- Commercial Markets and Applications
  - Small business/branch office
  - Corporate or business applications
  - VoIP service providers

- Military Markets and Applications

- VoIP Systems
  - IP PBX's and their deployment models
  - Media gateways and SIP architecture

- VoIP System Architecture
  - Network configuration
  - Remote sites
  - Media gateways
  - Phone devices
  - Network management and diagnostic tools

- Managing a VoIP Deployment Project

- Project Schedule
  - Customer questionnaire
  - Site survey
  - Design and bandwidth considerations
  - Voice application design considerations
  - Network carrier lines and conversion
  - Resources
  - Delays

- Course Wrap-up
  - System view: Putting it all together
  - Future of VoIP communications: Presence and ubiquitous networks
  - Q/A and Evaluations

How You Will Learn

- A seasoned instructor will present this course in interactive lecture format.

- Along with lecture, we use exercises, puzzles, case studies, and interesting group activities to enrich the instruction and drive home the essential points.

- If you already know something about the technology, we will build on that. We'll compare and contrast what's familiar with what's new, making new ideas easier to learn as well as more relevant.

- If your background is less technical, we will use meaningful and ingenious examples and analogies to simplify the complex subject matter.

- You will receive a printed Participant Handbook which will help you remember and retain what you learned in class and apply it on your job.

- You will learn the key concepts of VoIP communications from both the theoretical and practical perspectives.

Revised   *Sept. 3, 2006*